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Issue 2

Volume 5

February 2017

Massachusetts State 911 Department Newsletter

43rd Public Safety Communications Academy Graduation



Pictured above in order by Department

Berkshire County Sheriff

Tara Jones– Class Speaker

Brookline Police Department

Brandon Johnson

Cambridge Communications

*Grace Howard
Katelyn Harrington*

Carlisle Police Department

Broghan Gilligan

Dartmouth Police Department

Nicholas Mancuso

Dukes County Sheriff

*Julia Bossio
Anthony Gould
Ryan Stackhaus*

Fall River Police Department

Jacqueline-Gagne Bouchard

Lowell Police Department

William F. Stickney

Milford Police Department

Phillip Franzen

Provincetown Police Department

Jessica Reeves

Springfield Police Department

Brooke Goldsberry

Wellesley Police Department

Brian Collins

Westwood Police Department

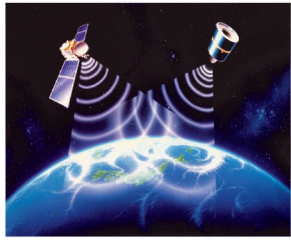
*Andrew Fiumedora
Stacy Sullivan*

State 911 Department Staff

*Frank Pozniak --Executive Director
Monna Wallace –Programs Director
Kevin Lewis –Training Specialist*

Guest Speaker

*Richard H. Fiske, III –Director
Emergency Communications Worcester*



There are now seventy (70) PSAPs migrated to Next Generation 9-1-1. We expect the first PSAPs with a satellite dish to be migrated over in the next few weeks. The Automatic Call Distribution (ACD) software released last month needed further development. An updated ACD version is being installed this month in the GDIT lab, and soon thereafter will be installed at the Maynard Training Center once the State 911 Department has completed the regression testing. ECW is sending representatives to Massachusetts to test this latest version with GDIT and the State 911 Department. Finally, the Systems Division team, along with GDIT, will continue to visit all Limited Secondary PSAPs, and we expect this effort to be completed in early March 2017.

Updates from our Fiscal Division



Please note that rate change updates for certified telecommunicators are not needed.



PSAPs are reminded that original signatures are needed on all applications and reimbursement requests. If a reimbursement is returned to a PSAP, please execute a new summary page and attach all required supporting documentation. Please refrain from simply resubmitting the documents that were returned.



FY 2017 Training Grant and EMD/Regulatory Compliance Grant and Support and Incentive Grant applications are due on or before **Friday, March 31, 2017**. Currently, there are **26 PSAPs** who have not yet filed for funding under the FY 2017 Support and Incentive Grant and **29 PSAPs** who have not yet filed for funding under the FY 2017 Training Grant. Assistance on the application process is only a phone call away. Please contact Cindy Reynolds at 508-821-7299 or via e-mail at 911Deptgrants@state.ma.us.

Updates from our Training Division

The State 911 Department reminds PSAPs that all training courses for certified telecommunicators must either be listed on the “approved list” or be approved prior to the training taking place when it is being used for continuing education hours and reimbursement through the Training Grant.

As we approach the filing period for the FY 17 Annual Certification of Compliance forms, please be prepared to indicate the name of the training, the vendor that provided the training, and the hours and dates of each course.

Massachusetts Equipment Distribution Program



The Massachusetts Equipment Distribution Program (Mass EDP) offers a variety of adaptive telephones for Massachusetts residents with a permanent disability. There is a simple application process that verifies the applicant’s residence and disability. If the applicant’s annual income is \$50,000 or less, there is no charge for the telephone.

For an application or more information about Mass EDP, visit the website at www.mass.gov/massedp or call our customer service center at 1-800-300-5658 voice/TTY.

This month we are featuring the Panasonic KX-TGM430B cordless telephone. This particular phone is designed to assist people that are hard of hearing.

Features of the KX-TGM430B

- Brushed Black Finish Base Unit and Handset
- Link2Cell Syncs Two Cell/Smartphones
- Advanced Class 1 Bluetooth®
- Expandable to 6 Link2Cell Handsets
- 6-Level and Custom Voice Tone Settings
- Voice Volume Booster to 40 dB
- Speech Booster
- Slow Talk Control
- Ringer Volume up to 100 dB
- 15 Ring Tone Settings
- Ringer Off Key
- Noise Reduction
- Battery Power Backup
- 13 Hours Talk Time
- 9 Days Standby Time
- Talking Caller ID (English and Spanish)
- Talking Keypad and Phonebook7
- Base Unit Phonebook Memory (3000 items)
- White Backlit LCD on Handset
- Speakerphone
- Call Waiting and Intercom
- 250 Call Block Database



Regionalization Update

At meetings held in January, 2017, the Towns of Mansfield, Foxborough, Norton, and Easton voted to establish a regional emergency communications center District. The votes of the respective Boards of Selectmen of these towns were unanimous. Congratulations to all of the parties involved!

The Town of Rochester executed an agreement for the ROCCC (Regional Old Colony Communications Center located in Duxbury) to handle its 9-1-1 calls. (This will be in addition to ROCCC's handling the 9-1-1 calls for Duxbury, Plympton, and Halifax). Way to ROCCC and roll!

A regionalization map showing the current status of the regional projects throughout the Commonwealth is available on the State 911 Department's website at www.mass.gov/e911.

Massachusetts

9-1-1

Help is at your fingertips.

EMERGENCY



Massachusetts State 911 Department

CONGRATULATIONS NEW ENGLAND PATRIOTS

